Programs Branch User Report

MEETING THE NEEDS OF VICTIMS: SOME RESEARCH FINDINGS

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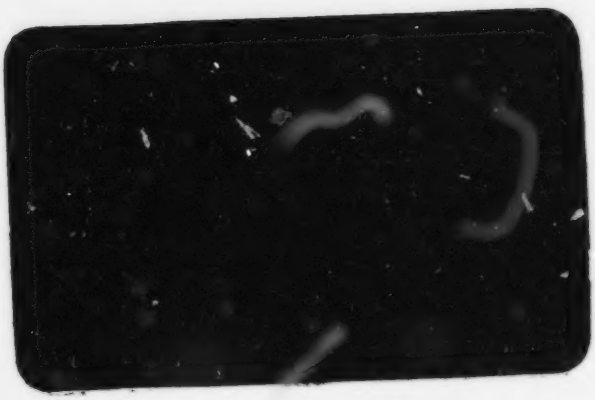

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This working paper is available in French. Ce document de travail est disponible en français.

ABSTRACT

Since the 1970's, the Ministry of the Solicitor General of Canada has become involved in the area of victims in response to mounting national and international interest in the plight of victims of crime. The Research Division of the Ministry participated in victims research initially through technical and financial assistance for research projects designed to establish a knowledge base to inform and guide policy development within the Ministry. Later projects were usually carried out within the "research and development" framework in the development of programs and policies to meet the needs of victims. In this past decade, there have been three major thrusts in victims research projects within the Research Division - studies to assess the needs of victims of crime, evaluation studies of different victims service models (with special emphasis on policing), and research on legal (especially police) response to family violence.

This User Report provides a summary and overview of the major research findings of the work of the Research Division in the area of victims needs and services. It also provides a list of project reports (both published and unpublished) and other publications which emanated from the projects. The last section of the User Report lists all victims research projects undertaken and provides brief descriptions.

EXECUTIVE SUMMARY

In the last decade, there have been three major thrusts in the victims research projects of the Research Division of the Ministry of the Solicitor General of Canada. They are: studies to assess the needs of victims of crime, evaluation studies of different victim service delivery models (with special emphasis on policing), and research on legal (especially police) response to family violence. The following are some key findings in each of the areas.

Assessment of Victims' Needs and Availability of Services

It appears that, in general, there are three types of needs for services as reported by victims. Immediately following the incident, victims express a need for emotional support, a sympathetic ear, and for those severely traumatized, a need for counselling. These crisis needs are usually met by crisis units of police departments, and various social service agencies such as transition houses or crisis centres. Wife assault victims may require emergency shelter, emergency transportation to a place of safety, and emergency financial aid for those who seek shelter away from home. These needs are usually met through friends or relatives, and sometimes through transition houses. In addition to the above-mentioned needs, some victims of crime also report the needs for emergency medical aid or home repair.

The second type of services desired by victims is follow-up services, usually in the form of information. For victims in general, this is more frequently cited than the need for crisis services. Most victims would appreciate more information on the progress of the case. Property crime victims are also interested in acquiring crime prevention information and assistance in speedy recovery of property. The majority of victims are unaware of the availability of services in the community. This is especially true of wife assault victims who also require information on legal options and procedures.

For those victims who are subpoenaed as witnesses, they report a third type of needs, which is court related. Witnesses are usually mystified by the court process and are in need of someone to explain to them the court process, the role of the witnesses and their rights. They also would like to find out about the outcome of the cases.

From the needs assessment studies conducted by the Research Division across the country, it became apparent that victims have access to a network of services in their communities, even though some of the service agencies might not view victims as their primary clients. Unfortunately, victims awareness of the availability of services is generally low. Other gaps in

services identified are the provision of crisis emotional support to victims who could not rely on friends and relatives or crisis centres, and the provision of various types of information.

Service Delivery Models

In the past 5 years, the Research Division participated in a focussed program of research and development in evaluating the effectiveness of different service delivery models. These models include police-based victim assistance programs, a rural community approach and a coordinated provincial effort to serve victims of crime. A review of the research projects reveals a number of dominant issues.

The first issue is in the location of victim assistance programs. Most of the projects tend to be single agency or police-based programs, even though one police-based project works in conjunction with a community-based self-help program for victims, and another province-wide project is a multi-agency effort. Yet even amongst single-agency programs, there is always a recognition (which is born out by research data) that they are only part of a whole network of services to victims in the community and that referrals to services within the network is an integral part of any victim service provider's work.

The second issue is the type of services offered. While some programs concentrate only on crisis intervention, most programs try to offer some combination of crisis and short term services (which include emotional support and/or company, information of various sorts, and referrals). Police-based programs are usually not in the position to offer any sort of long-term counselling or emotional support services, which are best left to community-based resources.

The type of services offered has some implication for the kind of staff needed for the victim assistance program. In the programs evaluated by the Reserch Division, staff memebers have included police officers, police civilian personnel (both in terms of clerical support and professionals) and lay volunteers. It appears that volunteers are most suited to provide short term emotional support and company and to provide crime prevention information to victims since they are available for personal visits. Police personnel, whether uniformed or civilian, are necessary for the supply of information on the progress of cases as they have access to police files. The availability of police personnel for answering telephone inquiries from victims is also crucial. In terms of crisis intervention, both professionals and volunteers

are competent in performing the task, but police officers have more confidence in the ability of professionals and are more likely to call on their assistance.

Research on Wife Assault

The Research Division first became involved in studies on family violence as a result of interest expressed by police personnel in the development of more effective strategies in domestic crisis intervention. In the late 1970's, a number of projects addressed the issue of police training in increasing the understanding of the role of the police regarding domestic conflicts, of improving officers' control and handling of domestic crisis, and increasing the officers' repertoire of responses.

The research interest in family violence became more focussed with the awareness of the importance of a police charging policy. Studies found that few domestic violence cases received the attention of the legal system. Domestic calls to the police were sometimes not attended and when they were attended, the police played only an advisory role. The effect of their intervention was deemed by victims (many of whom called the police only after repeated assaults) as negligible. Many of the victims indicate that they would want their assailant charged.

In recent years, there has also been a growing awareness within communities across Canada that the charging policy could not exist on its own, and that a coordinated response within the legal system with the cooperation of prosecution and court personnel together with the establishment of treatment groups for men who assault their wives are necessary to supplement the charging policy. The effects of such a coordinated effort is currently being studied by the Research Division.

INTRODUCTION

Since the 1970's, the Ministry of the Solicitor General has become involved in the area of victims in response to mounting national and international interest in the plight of victims of crime. The growing literature on victims in both academic and popular media brought attention to the trauma and the needs of victims as a result of victimization and the fact that victims often suffer inconveniences, frustrations and, at times, humiliation resulting from the procedures and practices of the legal system. This fact was especially highlighted in cases of sexual and family violence by the growing influence of the women's movement and other victim advocacy groups.

At the same time, there was increasing public concern that victims of crime should be accorded the same humane and just treatment by criminal justice agents as offenders, and that victims should not be "invisible" or neglected in the criminal justice process.

The Reseach Division of the Ministry participated in victims research initially through technical and financial assistance for research projects designed to establish a knowledge base to inform and guide policy development within the Ministry. Most of the projects at the time were literature reviews, methodology studies for victimization surveys, and reviews and analysis of existing services to victims. Later projects were usually carried out within the "research and development" framework in the development of programs and policies to meet the needs of victims. A major effort of the Research Division since the Cabinet Approval of the Victim Initiacive in 1981 involved a number of studies to assess the needs of victims of crime and the evalution of different service delivery models with special emphasis on policing.

This User Report is an attempt to acquaint the readers with some of the research findings and the reports from the victims research projects. It is divided into three parts. The first part is a summary and overview of the major research findings of the work of the Research Division in the area of victims needs and services; the second part is a list of project reports (both published and unpublished) and other publications which emanated from the projects. The last section lists all victims research projects undertaken and provides brief descriptions.

PART I

OVERVIEW OF RESEARCH FINDINGS

In the last decade, there have been three major thrusts in the victims research projects of the Research Division of the Ministry of the Solicitor General - studies to assess the needs of victims of crime, evaluation studies of different victim service delivery models (with special emphasis on policing), and research on legal (especially police) response to family violence. The following sections present summaries and overviews of some of the projects within these three areas.

I

ASSESSMENT OF VICTIMS' NEEDS AND AVAILABILITY OF SERVICES

One of the first steps in building a knowledge-base is in the review of the literature to identify issues and the state of research in the area. From this knowledge-base, experimental programs could be constructed to test possible solutions to identified problems. As a preliminary study and to lay the groundwork for subsequent studies to investigate the adequacy, and to assist in the planning, of services to meet victims needs, Meredith (1984b) reviewed the literature on the needs of victims and provided an annotated bibliography. He found that some of the literature focussed on particular types of crimes, while others emphasized the needs of specific characteristics of the victims. His review reflected this dual categorization scheme, with sections on victims in general, burglary and robbery victims, wife assault victims, abused or neglected children, sexual assault victims, elderly victims, native victims and rural victims. The needs of the victims as depicted in the literature generally fall into two categories: need for support and/or counselling, and informational needs, depending on the nature of victimization.

Subsequently, a number of studies were conducted to assess the needs of victims and the availability of services to meet victims' needs in six communities across Canada. The six communities were Calgary, Winnipeg, Richmond, B.C., St. John's and Corner Brook, Newfoundland, and the Province of Prince Edward Island. All of the studies involved the interviewing of samples of victims and/or witnesses and samples of criminal justice agents, and the surveying of all service agencies in the communities which provide existing or potential services to victims. While the methodology was similar, the objectives of the studies differed somewhat.

In Calgary, the needs assessment study (Muir, 1984b) was conducted to assist the Calgary Police Service in its development and expansion of the services of its Victim Assistance Unit. Social Service agencies were surveyed in order to avoid duplication in services to be provided by the Unit. In Winnipeg, the objective of the needs assessment study

(Brickey, 1984) was to collect information which could be used in the planning and implementation of a new victim/witness assistance program to be located within the criminal justice system. Social service agencies were surveyed to collect information on types of existing services, as well as to assess willingness to establish liaison with the eventual program.

In Richmond, B.C. (Meredith, 1984a), St. John's and Corner Brook, Newfoundland (Gamberg, 1985), and the Province of Prince Edward Island (Meredith and Conway, 1984a and 1984b), the research projects were all guided by local steering committees with membership including provincial, local agencies and police representation. The objectives of the studies in British Columbia and Newfoundland were to collect information to assist in the planning of coordinated community efforts in victim/witness assistance, rather than a single victim/witness program located within one agency or sector. The Prince Edward Island study was even more ambitious in scope; it was to involve a coordinated effort province-wide.

From these studies, the Research Division was able to accumulate considerable information regarding the needs of victims and the level of services available to meet those needs. It seems that, in general, there are three types of needs for services as reported by victims. Immediately following the incident, victims express a need for emotional support, a sympathetic ear, and for those severely traumatized, a need for counselling. These crisis needs are usually met by friends and relatives. Professional help may be provided by crisis units of police departments, and various social service agencies such as transition houses or crisis centres. Wife assault victims may require emergency shelter, emergency transportation to a place of safety, and emergency financial aid for those who seek shelter away from home. These needs are usually met through friends or relatives, and sometimes through transition houses. In addition to the above-mentioned needs, some victims of crime also report the need for emergency medical aid or emergency home repair.

The second type of services desired by victims is follow-up services, usually in the form of information. For victims in general, this is more frequently cited than the need for crisis services. Most victims would appreciate more information on the progress of the case. Property crime victims are also interested in acquiring crime prevention information and assistance in speedy recovery of property. The majority of victims are unaware of the services that are provided by different agencies for victims of crime and would appreciate information on the availability of services in the community. This is especially true of wife assault victims who also require information on legal options and procedures.

For those victims who are subpoenaed as witnesses, they report a third type of need, which is court related. Witnesses are usually mystified by the court process and are in need of someone to explain to them the court process, the role of the witnesses and their rights. They also would like to find out about the outcome of the case (as most are not informed after the case is concluded).

The needs of the victim may stem from the type of offence that was committed, (e.g., burglary victims are more likely to need emergency home repair than other types of victims), but they may also be a function of the victim's personal ability to cope, or the victim's general knowledge of criminal justice procedures. Therefore, service providers should not underestimate the trauma that could be caused by even minor property offences, or the anxiety of victims participating in a criminal investigation.

From these needs assessment studies, it became apparent that victims have access to a network of services in their communities, even though some of the service agencies might not view victims as their primary clients. Unfortunately, victims' awareness of the availability of services is generally low. Other gaps in services to meet the needs of the victims are identified as the provision of crisis emotional support to victims who could not rely on friends and relatives or transition houses or crisis centre staff, and the provision of various types of information.

II

SERVICE DELIVERY MODELS

In light of the Cabinet approval of the Victim Initiative in 1981 (which committed the Ministry to stimulate the development of programs and policies to meet the needs of victims), and the considerable body of knowledge gathered regarding victims service needs, the Research Division participated in a focussed program of research and development in evaluating the effectiveness of different service delivery models.

Police-Based Victim Assistance Programs

Police officers have always been involved in offering assistance to victims of crime. They are usually the first persons (outside of friends and families) to respond to a criminal incident, and are often the only officials the victims would come in contact with as a result of victimization. But in recent years, there has been a growing recognition that more

specialized training for all recruits and officers is warranted. Some police departments, in recognition of their unique position in their capability to offer services to victims, have also established special units and programs in victim assistance.

The Research Division has been involved in the evaluation of a number of police-based victim assistance programs in the country, namely, the Calgary Police Service Victim/Crisis Unit (Muir, 1984a, 1984c and 1984d), the Edmonton Police Department Victim Service Unit (Pullyblank, 1986), the Victim Service Unit of the Waterloo Regional Police Force (Brown and Peachy, 1984), and the Nepean Crisis/Victim Unit (George, on-going). All of these programs are "specialist" ones where a police department established a separate unit with a mandate to provide assistance to and receive inquiries from victims. An alternate approach to victim assistance by the police, which is more applicable to smaller departments where there is little resources for separate units, is what has been described as the "generalist" approach. This approach involves a comprehensive training program of police officers (and/or recruits) which would increase their awareness and improve their response to the needs of victims. Complementing the training programs is a liaison and referral mechanism to services in the community which could serve the needs of victims. An evaluation of one such program in an unnamed province was conducted by Muir (1986).

The collective experience of the different victim assistance programs undertaken by various police departments afforded some key findings and pointed to some very important issues.

In general, it was found that clients served by specialist victim assistance units were very satisfied with the services received, and that clients who received services extended their positive feelings to the whole police department, thus becoming more positive than non-clients. This indicates that victim assistance services not only benefit victims, but police community relations as well.

Victim assistance programs are also meant to benefit the police officers in relieving them from the crisis scenes, and in fostering willingness to cooperate in criminal investigations on the part of the victims. Therefore, it was expected that officers should feel favorably towards such programs. In turn, the officers would then act as the link between victims and the unit by their referrals or requests for service.

The findings of the evaluation studies indicated that the relationship between the units and the officers was quite complex. In general, the officers were quite positive about programs, but they had a less than complete knowledge of the

kinds of services that were available from the units. They also seemed to have little confidence in the qualifications of the volunteers to assist victims. In Edmonton, where volunteers handle crisis intervention, the evaluation results showed a very low rate of usage of that service by officers. Where the crisis intervention is handled by professionals, as in Calgary, the officers make ample use of the service and view it as the most salient feature of the unit. In both Edmonton and Calgary, it was found that officers seldom call the units to request that the volunteers contact a certain victim based on the officers' assessment of the victim's needs. In Kitchener-Waterloo, where no volunteers were used, 22% of clients were referred by officers and detectives.

The use of volunteers is an issue that was addressed by Muir (1984c) with reference to the experience of the program in Calgary. She pointed out that volunteers are not necessarily a cost-saving measure, and that considerable time and effort must be invested in the recruiting, training, managing and supervision of them. She concluded that any programs planning on using volunteers must start with a strong commitment to volunteerism, and should not view them as cheap labor.

Organizational considerations aside, the evaluation results also showed the effectiveness of the units in meeting the needs of victims.

In both the Edmonton study and the Calgary study, results indicate that police-based victim assistance programs are only part of the whole network of sources of help to victims, and that victims generally meet most of their needs, if any, elsewhere. The two most important services as reported by victims that a police-based program could offer are sympathy (especially in the case of crimes against the person), and information police personnel are competent to give, such as crime prevention information, and information on the progress of the case. It appears from the two studies that there is still room for improvement in the provision of case progress information.

Since all of the programs are proactive in their contact of at least certain groups of victims, there is the concern of over-reach, i.e., that the units might be offering services to victims who do not need them. This was indeed one of the findings of the Calgary study in which 44% of served clients reported they had no needs for service. In the Kitchener-Waterloo study, 31% of the served clients could not recall any services provided. Yet, some key points from the needs assessment studies and the Edmonton study argue for proactivity.

In Edmonton, clients of the unit who initiated the calls themselves to the unit reported that they would appreciate being contacted by the unit after the incident. Together with the findings mentioned above regarding the salience of provision of sympathy, it appears that what victims want is a show of concern by the police department, and when they perceive such a concern, they are appreciative of it. From the needs assessment studies, it was found that one simply cannot predict the extent of a victim's needs simply based on predetermined criteria such as offence types or age. A proactive first contact allows an opportunity to assess the necessity of further services.

Results of the evaluation study of a "generalist" program (Muir, 1986) indicate that the following conditions are essential to a successful program. First, police officers (and even recruits) should be adequately trained in victims issues, victims needs, community services available, criminal justice system services and appropriate officer behavior. Second, there must be support services available in the community and in the justice system if officers are expected to alert victims to possible assistance there. But more importantly, there must also be organizational support within the police department itself to bridge the gap between the services which could be provided by the officers at the scene and services available in the community. For example, if victims are advised they could obtain case progress information, a mechanism within the police department which could handle the inquiries is necessary. Lastly, active support from senior police management for a "generalist" program is crucial to its success. Since a program of this sort involves all police officers, cooperation and compliance could only be effected by a firm and clear message of support from senior management.

Applying the findings of the evaluation studies and her research on different "specialist" police-based victim assistance programs in Canada and in other countries, Muir (1985a) compiled a handbook for planning and managing police-based victim assistance programs which also has a companion volume of resource materials (Muir, 1985b). The handbook contains step-by-step instructions on how to plan, establish, maintain and manage a victim assistance program within police departments. It includes sections on existing models of programs, the process of planning program goals and activities, suggestions for service activities, organization and administrative issues, the relationship of the program to its environment, and the use of volunteers.

Rural Community Approach

The Research Division was involved in the evaluation of the Restigouche Family Interveners Program (Lerette, 1984). This project uses lay volunteers in giving crisis intervention assistance to the four local detachments of the RCMP and one local police force in Restigouche County in rural New Brunswick. The volunteers are located in the community of each of the detachments and are available to the police on an on-call, 24-hour basis. Cases of domestic disputes (and other crisis situations) are referred to them by the attending police officers. The volunteers then try to resolve the conflict situations by mediation, referral to agencies in the community, and assistance to the victim to take shelter in emergency safe homes organized by the program in the community.

Results from the evaluation project of the program indicated that there was some reluctance on the part of the police to use the program in its first year of operation, but that reluctance had gradually subsided. Towards the end of the three-year demonstration period, each of the officers had used the program five or more times, and the majority of the officers expressed confidence in the volunteers and in the effectiveness of the program. Limited data from the clients who were served by the program showed that they were equally positive about the program, attributing whatever positive changes in their situations to the intervention of the program.

Coordinated Provincial Efforts

As a result of the service needs assessment study that was conducted on Prince Edward Island (Meredith and Conway, 1984a and 1984b), a Committee on Victims of Crime was established by the provincial Minister of Justice in 1984, with representation from criminal justice and social service agencies which deal with victims. The mandate of the committee was to implement the recommendations of the Abt report regarding changes in policies and practices and to develop and carry out a plan for the integration and coordination of available community resources for the benefit of victims in the province. The Research Division is currently funding a project to monitor and document the effects of the implementation of the recommendations, and the impact of the coordinated provincial efforts on the victims and the criminal justice system (Reddin-Conway, on-going). It is expected that the collective contribution of the members to the Committee may raise the profile of victims issues and act as a catalyst to changes in awareness and sensitivity to the needs of the victims throughout the province.

Overview of Issues in Service Delivery Models

The evaluative research projects on service delivery models have constituted much of the efforts of the Research Division since the Cabinet Approval of the Victim Initiative in 1981. Largely because of the mandate of the Ministry with respect to policing, rather than court services or community or social services, the service delivery models have all concentrated on victim assistance programs in the context of policing. The only exception is the province-wide project on P.E.I. A review of these projects reveals a number of dominant issues in victim service delivery.

The first issue is in the location of victim assistance programs. Since most of the projects evaluated pertain to policing, they tend to be single agency or police-based programs. In Kitchener-Waterloo, the police-based program also works in conjunction with a community-based self-help program for victims. On P.E.I., it is a multi-agency effort. Yet even amongst single-agency programs, there is always a recognition, (which is born out by research data), that they are only part of a whole network of services to victims in the communities, and that referral to services within the network is an integral part of any victim service-provider's work.

The second issue is the type of services offered. From the victims needs assessment studies, it appears that victims needs can be classified as crisis, short term and long term. While some programs, such as the one in Restigouche County, concentrate only on crisis intervention, most programs try to offer some combination of crisis and short term services (which includes emotional support and/or company, information of various sorts, and referrals). Police-based programs are usually not in the position to offer any sort of long-term counselling or emotional support services, which are best left to community-based resources.

The type of services offered has some implications for the kind of staff needed for the victim assistance program. In the programs evaluated by the Research Division, staff members have included police officers, police civilian personnel (both in terms of clerical support and professionals) and lay volunteers. It appears that volunteers are most suited to provide short term emotional support and company, and provide crime prevention information to victims since they are available for personal visits. Police personnel, whether uniformed or civilian, are necessary for the supply of information on the progress of cases as they have access to police files. The availability of police personnel for answering telephone inquiries from victims is also crucial. In terms of crisis intervention, both professionals and volunteers

are competent in performing the task, but police officers have more confidence in the ability of professionals and are more likely to call on their assistance.

A related question is the locality of the volunteers. In Restigouche County, volunteers are based in the community of the victim. In Nepean, volunteers who offer personal services are based in the victim's own neighborhood. In other programs, volunteers operate out of the police headquarter of the city. The advantages or disadvantages of different locales are not clear in currently available data.

The mode of service delivery is also an interesting issue. Obviously, there should be someone available to answer telephone inquiries of victims. This task has been performed both by police officers and civilian clerical staff because of their access to police files. For security reasons, some programs have restricted the use of volunteers in the provision of case progress information to victims. Other programs seem to have encountered little difficulties in this area. When a program decides to offer services pro-actively, an unanswered question at this point is whether the services should be provided over the telephone or in person, and for which type of victims. Hopefully, further information from the currently on-going projects would supply some answers.

III

RESEARCH ON WIFE ASSAULT

The Research Division first became involved in studies on family violence as a result of interest expressed by police personnel in the development of more effective strategies in domestic crisis intervention. The research interest in family violence became more focussed with the increasing recognition of the importance of a police charging policy in cases of wife assault which led to a number of studies assessing police response in such cases. There was, however, a growing awareness within communities across Canada that the charging policy could not exist on its own, and that a coordinated response within the legal system together with the establishment of treatment groups for men who assault their wives, are necessary to supplement the charging policy. As part of these developments in the communities, the Research Division became involved in the evaluation of the first coordinated effort in dealing with wife assault in London, Ontario, a project which was commended in the House of Commons. It is also involved in providing research assistance to the Metro Toronto Justice Committee on Spousal Violence in its

planning, implementation and monitoring of strategies of different components of the legal system in dealing with cases of wife assault.

Police Crisis Intervention Training and Programs

In the late 1970's, the Research Division was actively involved in the development and evaluation of crisis intervention programs (especially in the area of family violence) for the police. A number of projects addressed this problem.

In Vancouver, Levens and Dutton (1980) evaluated the effects of the crisis intervention training of the Vancouver Police Department. In addition, they also conducted an extensive literature review on domestic crisis intervention by the police, and a review of training manuals and guides used by sixty police departments in the United States and Canada.

From their study, they found that about one-sixth of the calls to the Vancouver Police and patrol officers' time was spent on domestic calls. Yet not all domestic calls were attended. Attendance was dependent on the description of the nature of call for help and the screening mechanism used by dispatch operators. In terms of the effectiveness of the training program in increasing the understanding of the department regarding domestic conflicts, of improving officers' control and handling of domestic crises, and increasing the officers' repertoire of response, it was found that trained officers were more effective in handling domestic crisis situations, being less likely to spend long periods of time on such cases, being more accurate in estimating the incidents of alcohol, and being more likely to use mediation and referrals than the use of arrest or suggestion that the couple contact a Justice of the Peace.

However, Levens and Dutton (1980) were quite critical of the communications (dispatch) operators' response, which they view as unguided and subjective in the interpretation of the legitimacy and circumstances of the request for help. They view this lack of understanding of the nature of domestic conflicts as an obstacle to the ability of the Vancouver Police Department to provide appropriate police response to domestic crisis situations.

Based on their findings on the pervasiveness of domestic calls in officers' workloads and the effectiveness of the different aspects of the experimental training program, a further study (Dutton and Levens, 1982) was conducted to prepare a training package outlining a generalist-procedural training program for the Vancouver Police Department.

At the Depot Division in Regina, Saskatchewan, Boyd and Bell (1982) evaluated the crisis intervention training of the RCMP. A key finding from the Vancouver and Regina studies is that trained police officers exhibit more effective crisis management and mediation skills than untrained police officers.

In addition to crisis intervention training for officers, the London (Ontario) Police Force instituted a Family Consultant Service in 1973, which is a specialized civilian unit providing "around the clock" mental health consultation to police officers involved in assisting families and individuals in crisis. It is also augmented and supported by a referral network of social service agencies in the community. This unit was evaluated by Jaffe (1981 and Thompson, 1977) with positive results.

From the results of these various projects, the Research Division was able to accumulate considerable expertise and knowledge on training programs in crisis intervention for police recruits and officers, as well as the planning, implementation and evaluation of specialist units.

Criminal Justice Response to Wife Assault

The initial response of the police to a domestic crisis situation is only one part of a multi-facet problem in wife assault. After the initial response, the police may lay charges against the assailant; the victim may lay charges herself; she and/or her assailant may seek professional help; or the victim may continue to stay in the violent relationship.

Hodgins and Larouche (1980, 1981a and 1981b) examined all of the cases of wife assault that were reported to the Montreal Urban Community Police in a seven week period in 1979 and interviewed some of the victims involved. They were able to gather information on the nature of the assaults, the profile of the victims and their assailants, the police response, legal recourse to the victims and the consequences of legal actions, and services used by the victims. They found that only 10% of the cases ever went to trial, and where there was a conviction, the heaviest sentence was a fine. Victims who were interviewed reported that the police played only an advisory role in half the cases. Half of the interviewed victims assessed the impact of the police intervention as negligible or even negative. A sizeable number of victims consulted at least one agency as a result of the violence, but few sought shelter at a transition home.

The findings of the study led the authors to make a number of recommendations regarding the handling of wife assault cases by the police, the court, and social services. They also recommended services for the men who batter and for the children.

Coordinated Community Responses to Wife Assault

Many of the problems depicted in the Montreal study (Hodgins and Larouche, 1980) were recognized by the community of London, Ontario. Through the leadership and advocacy of the criminal justice system, in the late 1970's, London attempted to improve services to victims of family violence using a model of community response which was based on elements of service coordination and research direction. A co-ordinating committee was formed with representation from the criminal justice and social service agencies. The Research Division of the Ministry participated in the program by providing research assistance to the co-ordinating committee to gather data on the state of community response to wife assault (Jaffe and Burris, 1984). This research was carried out through interviews with victims and systems records.

It was found that the London City Police laid charges in only 3% of the cases reporting an assault or threat by a spouse or ex-spouse. About sixty percent of the women were advised by the attending officer to lay their own charge. Only 17% of the cases proceeded to court, and half of these cases were dismissed or withdrawn. From the victim's perspective, they reported that they were assaulted on the average 35 times before calling the police for help. Over sixty percent of the victims wanted the police to lay charges. Only half the women were satisfied with the police intervention and of those who proceeded to court, half were satisfied with the justice of the peace's response, and only one-third were satisfied with the Crown attorney's intervention.

On the basis of these findings, the co-ordinating committee implemented a set of coordinated strategies to try to improve services to wife assault victims. This included policy change by the London Police requiring officers to lay charges where warranted, changes in prosecutor and court procedures, the creation of a therapy group for assaultive men, a victim advocacy service to assist victims through the system, and a program of public and professional education on the problem.

The same coordinated community response is currently being attempted in Toronto by the Metro Toronto Justice Committee on Spousal Violence which also includes representation from a broad range of criminal justice and social service agencies. Once again, the Research Division is providing research

assistance to the Committee (Jensen, on-going), but in this case, the research strategy is quite different from that employed in London, Ontario.

This project involves on-going analyses of how cases that have come to the attention of the Metropolitan Police are dealt with by the police and other member agencies of the Committee. This will be accomplished by interviewing victims throughout the duration of the study and information from agencies' files. The information collected will initially be used to identify problem areas and to develop options for improving services. As changes in practices or new services are implemented, the information will be used to monitor their effectiveness. The Committee will receive continual feedback from data gathered so that further changes to services could be made.

Therapy Groups for Men Who Batter

In light of the part therapy groups for assaultive men could play in a coordinated community response to the problem of wife assault, the Research Division became involved in a study to document the implementation, operation, effectiveness of therapy groups for assaultive men in Vancouver (Watchel and Levens, 1984). The clients of these 16-week groups were court mandated, court or other agencies referred, or self referred. The therapy groups were based on a learning model with group leaders and groups members helping each member to re-learn response to stress and anger.

The drop-out rates of the groups were fairly high. The study also pointed to the need to inform the spouses of the clients of the group existence, and maybe even planned spousal involvement in the program. In terms of the impact on the system, it appears that court personnel acceptance and usage of the groups were very encouraging.

CONCLUSION

In the past decade, the Research Division of Ministry has engaged in an intensive program of victim research with special emphasis on victims service needs, the effectiveness of service programs (especially in the context of policing) and wife assault. The methodology of the studies undertaken over the decade has changed from the early emphases on the gathering of background information (on literature reviews, needs of victims, or availability of services) and program evaluations. While still engaged in evaluative studies, recent studies have been more "action research" oriented, in that the research projects have become an integral part of the programs of change. Research assistance is usually offered in the form of

continual monitoring or feedback of information on change strategies. This research methodology is true both for the "general victim" project on Prince Edward Island, and for a "special victim" project on wife assault in Toronto.

There has also been a change in the types of programs the research project are involved in. An important finding from some of the earlier studies is that victims have multiple needs and that separate criminal justice and community agencies in isolation are not likley to meet the needs of the victims adequately. This finding has led to the development of coordinated efforts in communities to assist victims. Given this perspective, while recognizing the mandate of the Ministry with regard to policing, current projects are usually part of the coordinated programs rather than concentrating on victim assistance as linked to the police.

PART II

REFERENCES, REPORTS, AND PUBLICATIONS

Amir, Menachem, D. Amir and H.E. Brownhill (1977). Rape Crisis Centres in Ontario: An Appraisal. Unpublished Manuscript.

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Clark, Lorrene M.G. and Simon Armstrong (1979). A Rape Bibliography: With Special empahsis on Rape research in Canada. Ottawa: Supply and Services, Canada. Cat. No. JS 22-50/1979.

Clark, Scott (1985). Native Victims in Canada: Steps Towards Appropriate and Effective Assistance. Unpublished Manuscript.

Dutton, Donald G. (1984) The Criminal Justice System Response to Wife Assault. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-26.

Dutton, Donald G. and Bruce R. Levens (1980). Crisis Intervention Training for Police: A Prescriptive Package. Unpublished Manuscript.

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Hodgins, Sheilagh and Ginette Larouche (1981). "La Femme Violentees et Les Service Qui Lui Sont Offerts." Intervention, 1981, 63, 7-14.

Hodgins, Sheilagh and Ginette Larouche (1981). "La Reponse de L'Appareil Juridique Aux Femmes Victimes de Violence: Une Etude Pilote." Revue Internationale de Criminologie et de Police Technique, 1981, 4, 373-384.

Jaffe, Peter (1981). The Effectiveness of the Family Consultant Service with the London Police Force: The Prevention of Family Strife. Unpublished Manuscript.

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Larouche, Ginette and Sheilagh Hodgins (1981). "Une Violence Qui Ne Fait Pas Grand Bruit." L'Ecouticle, 1981, 6(1), 2-3.

Lerette, Peter (1984). Study on the Restigouche Family Crisis Interveners Program. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-76.

Levens, Bruce R. and Donald G. Dutton (1980). The Social Service Role of Police - Domestic Crisis Intervention. Ottawa: Supply and Services, Canada. Cat. No. JS22-55/1980E.

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Meredith, Colin (1984). Overview and Annotated Bibliography of the Needs of Crime Victims. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-18.

Meredith, Colin and Ellie Conway (1984). Final Report of the Study for the Planning of Victim Assistance Services on P.E.I.: Volume I. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-20.

Meredith, Colin and Ellie Conway (1984). The Study for the Planning of Victim Assistance Services on Prince Edward Island: Summary Report for the P.E.I. Committee on Victim Assistance. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-34.

Muir, Judith (1984). Calgary's Victim/Crisis Unit: A Summary of Evaluation Findings and Discussions of Issues. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-68.

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Muir, Judith (1984). Victim Services in Calgary: The Program, the Research. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-10.

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Muir, Judith (1985). Resource Materials for Planning and Managing Police-Based Victim Assistance Programs. Ottawa: Solicitor General, Canada, Programs Branch User Report 1985-29.

Norquay, Geoff and Richard Weiler (1981). Services to Victims and Witnesses of Crime in Canada. Ottawa: Supply and Services, Canada. Cat. No. JS22-60/1981E

Pullyblank, John (1986). The Victim Services Unit of the Edmonton Police Department - An Evaluation. Ottawa: Solicitor General, Canada, Programs Branch User Report 1986-08.

Thompson, Judy (1977). "The Family Consultant Service With the London Police Force." RCMP Gazette, 1977, 39(12),20-22.

The Tree Foundation (1977). Inventory of Canadian Research an Demonstration Projects on Child Abuse and Neglect. Ottawa: Supply and Services, Canada. Cat. No. H74-4/1981E.

Wachtel, Andy and Bruce Levens (1984). Vancouver Therapy Groups For Assaultive Males: A program Development Review. Ottawa: Solicitor General, Canada, Programs Branch User Report 1984-75.

PART III

RESEARCH PROJECT DESCRIPTIONS

TITLE OF PROJECT:

Nature and Effectiveness of Rape Crisis Centres

PRINCIPAL RESEARCHER(S): Amir, Menachem

SUMMARY OF PROJECT:

Through interviews with persons closely aligned with the rape crisis centres, this study describes the characteristics of the centres as an organization, the processes of their institutionalization, the creation of internal structures and the development of their services. The results of the study indicate a dual thrust of the centres as a service to victims and as a base for social and political action. The centres demand an exclusive mandate to care for rape victims and to engage in the prevention of rape. What is found lacking is a systematization of their accumulated knowledge (on victims, the needs of victims and the pattern of contact with the centres) and a linkage of cooperation and exchange with other community agencies.
This study provides one of the first systematic appraisals of a genre of victim service agency in Canada.

REPORT(S):

Amir, M., Amir, D. and Brownhill, H.E. Rape Crisis Centres in Ontario: An Appraisal. Ottawa: Research Division, Solicitor General Canada, 1977. (Unpublished)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-173

TITLE OF PROJECT:

Crisis Intervention and Conflict Management Training in the RCMP. A Prescriptive Package

PRINCIPAL RESEARCHER(S): Boyd, E. and Bell, G.L.

SUMMARY OF PROJECT:

This experimental study of the impact of police crisis intervention training, conducted at Depot Division in Regina, Saskatchewan, involving both RCMP recruits and experienced officers, found that both exposure to crisis intervention theory (lecture method) and practice interventions in staged crisis intervention (role training) had a significant impact on intervention and mediation skills. Furthermore the study found that experienced police officers without formal crisis intervention training were least likely to demonstrate effective mediation skills, and to follow procedures to ensure their safety.

REPORT(S):

Boyd, E. and Bell, G.L. An Experimental Test of Crisis Intervention and Conflict Management Training with RCMP. Unpublished report, Research Division, Solicitor General Canada, 1982

Boyd, E. and Bell, G.L. Crisis Intervention and Conflict Management Training in the RCMP. A Prescriptive Package, 1982. Unpublished report, Research Division, Solicitor General Canada, 1982

PROJECT STATUS: Completed

PROJECT FILE NO: 7342-6/3-8

TITLE OF PROJECT:

Winnipeg Victim/Witness Assistance Program: Planning Study

PRINCIPAL RESEARCHER(S): Brickey, Stephen

SUMMARY OF PROJECT:

The purpose of this project was to collect various kinds of information which could assist a local committee in its planning and implementation of a new service to assist victims and witnesses in Winnipeg. A sample of victims and witnesses were interviewed regarding their needs as a result of their victimization, and information was collected on what services were available to meet the needs. The major findings were:

- predominant emotional needs were for companionship, for security and someone to talk to and were found mainly in victims of person-related offences;
- these types of needs were adequately addressed by relatives and friends;
- a small percentage of victims would not find any help with these needs;
- information needs were predonimant for all victims and witnesses.

This study was part of a series of victim service needs assessment studies conducted across the country.

REPORT(S):

Brickey, S.L. Winnipeg Victim/Witness Assistance Program: Planning Phase. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-64; also to be published).

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/4-26

TITLE OF PROJECT:

Research on Victim Services in the Kitchener-Waterloo Region

PRINCIPAL RESEARCHER(S): Brown, Steven and Peachy, Dean

SUMMARY OF PROJECT:

This study evaluates the effectiveness of the victim assistance program which has been created in the Kitchener-Waterloo Region in Ontario. The study revealed two impacts of specific relevance to the Criminal Justice System. First, the program was found to have a demonstrable impact on the resolution or diversion of chronic domestic disputes. Second, it was found that served "domestic" clients were more positive in evaluating the helpfulness of the police than were unserved comparison victims. The study also examined a number of possible impacts of the program on victims. In general, it was found that the program seemed to be appropriately structured to meet the needs of victims in the days after the incident. There were no apparent service gaps from the perspective of victim needs, and the program's performance was generally well-regarded. The impact of the program in providing information about community resources was found to be weak. Stronger effects were apparent in comp ring pre- and post- program application rates to the Criminal Injuries Compensation Board. The impact of a letter in familiarizing break and enter victims with home security programs was found to be modest at best.

REPORT(S):

Brown, S., & Peachey, D.: Evaluation of the Victims Services Program in the Region of Waterloo, Ontario. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-21)

PROJECT STATUS: Completed

PRCJECT FILE NO: 7322-6/5-252

TITLE OF PROJECT:

Fear of Crime, Victimization and Attitudes To Protective Measures

PRINCIPAL RESEARCHER(S): Canadian Facts Limited

SUMMARY OF PROJECT:

The report analyzes findings from public opinion polls concerning the relationship between fear, victimization, and attitudes to protective measures, including firearms ownership as a means of protection. The findings from this study do not lend support to the hypothesis that Canadians are becoming more fearful about personal safety or property. There is however, a general tendency on the part of Canadians to think the overall crime rate has increased. The most accepted and used preventive measures are directed at protection of property. Only a very small proportion of Canadians have acquired or carried guns for protection. Persons who have been victimized are more apt to perceive higher rates of crime in their neighborhood, and are more apt to adopt specific preventive measures. There is some evidence to suggest those who acquired guns for protection are more likely to have been victims of crime against the person. This study illustrates the strong linkage between victimization and crime prevention, a finding important for policy in both the victims area and crime prevention area.

REPORT(S):

Canada Facts. Fear of Crime, Victimization and Attitudes to Protective Measures. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-61)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-258

TITLE OF PROJECT:

Edmonton and Hamilton Victimization Survey Methodological Pre-Tests

PRINCIPAL RESEARCHER(S): Catlin, G. and Murray, S.

SUMMARY OF PROJECT:

The purpose of these studies was to compare the effectiveness of different interviewing methods and to assess the feasibility of collecting valid information on: (1) reported and non-reported victimization; (2) factors associated with the risk of being victimized; (3) the impact of victimization; and (4) victims' perceptions on the adequacy of criminal justice services. The results of these studies indicated that these types of information could be collected by telephone survey methods at much less cost than through the traditional personal interviewing techniques. The success of the methodological pre-test surveys led to the first Canadian Urban Victimization Survey in 1982.

REPORT(S):

Catlin, G., & Murray, S. Report on Canadian Victimization Survey Methodological Pretests Ottawa: Special Survey Program, Statistics Canada, 1979. (unpublished)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-10-1-1

TITLE OF PROJECT:

A Study of Rapes in Canada: An Analysis of the Literature

PRINCIPAL RESEARCHER(S): Clark, Lorrene

SUMMARY OF PROJECT:

This study is part of "A Study of Rape in Canada" and provides an up-to-date annotated bibliography on rape and a first systematic guide to Canadian research on rape. It is widely used by all students in the area.

REPORT(S):

Clark, L.M.G. and Armstrong, S. A Rape Bibliography with Special Emphasis on Rape Research in Canada. Ottawa: Research Division, Solicitor General Canada, 1979. (Published, Cat. No. J522-50/1979)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-68

TITLE OF PROJECT:

Native Victims Developmental Project

PRINCIPAL RESEARCHER(S): Clark, Scott

SUMMARY OF PROJECT:

This study seeks to examine the range of existing victim program models, assess the appropriateness and relevance of existing victim programs for Native victims, review national and international literature on Native victims, identify those Native organizations and service delivery agencies capacity to develop and implement Native victims programs and to develop strategires for victim needs assessments and program development taking into account tribal groupings, geographic location, type of victimization, cultural factors and social meaning of crime.

REPORT(S):

Clark, Scott. Native Victims in Canada: Steps Toward Appropriate and Effective Assistance. Ottawa: Research Division, Solicitor General, Canada, 1985. (Unpublished)

PROJECT STATUS: Completed

PROJECT FILE NO.: 7320-6/5-174

TITLE OF PROJECT:

Battered Women and the Canadian Criminal Justice System

PRINCIPAL RESEARCHER(S): Dutton, Don

SUMMARY OF PROJECT:

The study provides a critical review of issues pertaining to criminal justice system responses to wife battering. Issues examined were: problems victims encountered when going through the criminal justice system; police crisis intervention programs and their impact; the use of civilian specialists by the police; a charging policy; and therapy groups for men who batter. The study also outlined 3 possible integrated models of response and suggested future research directions. Some of the suggestions have been incorporated into a later study on wife assault in Toronto.

REPORT(S):

Dutton, D. Battered Women and the Canadian Criminal Justice System. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-26)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/1-40

TITLE OF PROJECT:

Study for the Planning of Victim Assistance Services in Newfoundland - Phase II

PRINCIPAL RESEARCHER(S): Gamberg, Barbara

SUMMARY OF PROJECT:

This study, which was conducted in collaboration with a Provincial Committee of officials from most agencies that deal with victims in St. John's and Corner Brook, collected and analyzed information to assist the Committee in planning, coordinating and implementing services to victims. The study found that victims were generally well served, though there were few areas needing improvement. The general thrust of these improvements was to modify current procedures and to integrate and coordinate existing service agencies. There was little need identified for new services.

The study was part of a series of victim service needs assessment studies conducted across the country.

REPORT(S):

Gamberg, B. The Final Report of the Study For the Planning of Victim Assistance Services in the St. John's Metropolitan Area and Corner Brook, Newfoundland. Ottawa: Research Division, Solicitor General Canada (User Report No. 1985-28)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/10-7-1

TITLE OF PROJECT:

Evaluation of a Neighborhood-Focussed Victim Assistance Program in Nepean, Ontario

PRINCIPAL RESEARCHER(S): George, Barry

SUMMARY OF PROJECT:

This study compares the Nepean Police Force neighborhood-focussed approach to victim assistance with its headquarter-based approach, and evaluates the relative impact of each approach on victims, police members, volunteers and community relations.

REPORT(S):

Not yet available.

PROJECT STATUS: Ongoing - to be completed September 30, 1986

PROJECT FILE NO: 7322-6/5-285

TITLE OF PROJECT:

Study of Victim Involvement in the Criminal Justice System

PRINCIPAL RESEARCHER(S): Hagan, John

SUMMARY OF PROJECT:

This study examines the role of the victim in the criminal justice system using data from police files and interviews with victims, and representatives of organizations which were victimized. A major finding from this study is that only about half of the individual victims attended court and even less knew the outcome of their cases. Victims who participated in the criminal process did not necessarily hold views demanding "irrational" actions from criminal justice agents. Organizational victims were less likely than individual victims to attend court or to know the outcomes of their cases, and maintained a more impersonal and more positive attitude toward the criminal justice system. One consequence of the attitude of the organizational victims was that they had greater success in pursuing cases through the criminal process. Data from this study argue against the notion that victim participation in the criminal process would necessarily inject irrationality into it.

The findings from this study were used by the principal researcher to provide a framework for understanding the role of the victim based on a theory of organizational domination.

REPORT(S):

Hagan, J. A Study of Victim Involvement in the Criminal Justice System. Ottawa: Research Divison, Solicitor General Canada, 1980. (Unpublished, available from author)

Hagan, J. Victims Before the Law: The Organizational Domination of Criminal Law. Toronto: Butterworths, 1983.

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-154

TITLE OF PROJECT:

Study on the Legal Response to Interspousal Violence in Toronto: Phase I

PRINCIPAL RESEARCHER(S): Hickling-Johnston Ltd.

SUMMARY OF PROJECT:

The purpose of this study was to develop the plans for an information system to assist the Metro Toronto Justice Advisory Committee on Spousal Violence to identify problems and plan and evaluate co-ordinated strategies for improving legal responses to interspousal violence in Toronto. The report describes needed changes to the record keeping practices of the different components of the legal system in Toronto.

REPORT(S):

McLean, J.A., & Taylor, B. Data Base Specifications for Research on The Criminal Justice System Response to Spousal Violence (Toronto). Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-5)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-267

TITLE OF PROJECT:

Les Femmes Violentees

PRINCIPAL RESEARCHER(S): Hodgins, Sheilagh

SUMMARY OF PROJECT:

The study documents how the criminal justice agencies in Montreal responded to assaulted wives who had contacted the police for assistance. Also included are the results of interviews with the women. The report includes profiles of the battered women and their assailants, information on the antecedents and incidents of violence and the legal consequences. Findings from the study indicate that few victims or assailants sought professional help. Few cases ever got to court and when they did, the court decisions suggested that the violence was viewed as a very minor offence. Based on these findings, a number of recommendations were made regarding improvements in the legal and social sevices provided to assaulted wives.

REPORT(S):

Hodgins, S., & Larouche, G. Violence conjugale: Antecedents et consequences/Marital Violence: Antecedents and consequences (translation). Ottawa: Research Division, Solicitor General Canada, 1980. (unpublished; also available from authors)

Hodgins, S., & Larouche, G. La reponse de l'appareil juridique aux femmes victimes de violence: Une etude pilote. Revue Internationale de criminologie et de Police Technique, 1981, 4, 373-384.

Hodgins, S., & Larouche, G. La femme violentees et les services qui lui sont offerts. Intervention, 1981, 63, 7-14

Larouche, G., & Hodgins, S. Une violence qui ne fait pas grand bruit. L'Ecouticle, 1981, 6(1), 2-3)

Tremblay, J. Les Femmes Battues. Justice, 1982, 3(2), 30-31

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/6-32

TITLE OF PROJECT:

Legal and Social Services for Abused Wives in London, Ontario

PRINCIPAL RESEARCHER(S): Jaffe, Peter

SUMMARY OF PROJECT:

This study provided research assistance to the London Coordinating Committee on Family Violence to gather data on the state on community response to wife assault using systems records and interviews with victims. The study revealed that wife assaults usually were not treated as criminal incidents, even in cases where the women were seriously injured. Interviews with the victims also indicated that many were dissatisfied with the way their cases were handled by the criminal justice system and a majority of victims would have preferred the police to lay charges. On the basis of these findings, the Committe implemented a set of coordinated strategies to try to improve services. This included policy changes by the London police requiring officers to lay charges where warranted, changes in prosecutor and court procedures, the creation of a therapy program for assaulting males, and a program of public and professional education on the problem.

REPORT(S):

Jaffe, P., & Burris, C.A. An Intergrated Response to Wife Assault: A Community Model. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-27)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-242-2

TITLE OF PROJECT:

Police Crisis Intervention Counselling: The Prevention of Family Strife and Delinquency: Phase I and II

PRINCIPAL RESEARCHER(S): Jaffe, Peter and Thompson, Judy

SUMMARY OF PROJECT:

The project evaluated the effectiveness of the Family Consultant Service with the London Police Force. The major goal of the Family Consultant Service is to aid in the prevention of family crisis and juvenile delinquency, and to ensure the coordination and cooperation among police and social agencies. A "prescriptive package" was prepared providing guidelines for the planning, implementation, and evaluation of similar crisis intervention programs in other jurisdictions.

REPORTS(S):

Jaffe, Peter The Effectiveness of the Family Consultant Service with the London Police Force: The Prevention of Family Strife, March, 1981

Jaffe, P. and Thompson, J. The Family Consultation Services With the London Police Force: A Prescriptive Package, April, 1982

Jaffe, P., Thompson, J., and Rae, J. The Responsibility of the Police in Domestic Violence Paper presented at the Ontario Institute for Studies in Education, Toronto, March 1977.

Johnson, W. and Thompson, J. Child Abuse: The Policeman's Role - An Innovative Approach. Conference presentation at Second World Conference of the International Society of Family Law, Montreal, Quebec, June 1977.

Thompson, J. Family consultant service, RCMP Gazette, 1977, 39(12), pp. 20-22

PROJECT STATUS: Completed

PROJECT FILE NO: 7342-6/5-55

TITLE OF PROJECT:

Study on Assaulted Wives in Toronto: Phase II

PRINCIPAL RESEARCHER(S): Jensen, Phyllis

SUMMARY OF PROJECT:

The purpose of this study is to collect information to assist the Metro Toronto Justice Committee on Spousal Violence in its planning, implementation and monitoring of strategies to improve how the different components of the legal system in Toronto respond to wife assault.

REPORT(S):

Not yet available.

PROJECT STATUS:

Ongoing - to be completed by March 31, 1987.

PROJECT FILE NO: 7322-6/5-267-1

TITLE OF PROJECT:

Evaluation of Restigouche Family Crisis Intervention Program

PRINCIPAL RESEARCHER(S): Lerette, Peter

SUMMARY OF PROJECT:

The purpose of this project was to collect detailed information on the implementation, operation, and effectiveness of the Restigouche Family Crisis Interveners (RFCI) program. The RFCI program uses community volunteers who provide back-up services to four RCMP detachments and one town police force in northeastern New Brunswick in their handling of family crisis calls.

REPORT(S):

Lerette, P. Study on the Restigouche Family Crisis Interveners Program. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-76).

Daigle, G., Dupuis, J., Lerette, P., and Nelson, S. Family Crisis Intervention in Restigouche County, New Brunswick, R.C.M.P. Gazette, 1983, Vol 45, No. 9 , 6

Leger, G.J. Family Violence and the Criminal Justice System. R.C.M.P. Gazette, 1983, Vol. 45, No. 9, 13-15

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/7-4

TITLE OF PROJECT:

Crisis Intervention Training for Police: A Prescriptive Study

PRINCIPAL RESEARCHER(S): Levens, B.R. and Dutton, D.H.

SUMMARY OF PROJECT:

Based on a literature review, a prescriptive package was prepared presenting guidelines for the establishment and continued successful operation of a family crisis intervention training program for police officers. The package outlined a generalist-procedural training course that took six days to administer. The course maximizes learning through extensive use of role playing, video tapes, and crisis situation simulations. Topics included the nature of domestic conflict, police officer safety during crisis interventions, defusing violence, communication skills, mediation techniques, interviewing, the extent of supportive resources available to police and how to effectively use them.

REPORT(S):

Dutton, D and Levens, B. Crisis Intervention Training for Police: A Prescriptive Package. Unpublished report, Research Division, Solicitor General Canada, 1982.

PROJECT STATUS: Completed

PROJECT FILE NO: 7342-6/1-35

TITLE OF PROJECT:

Evaluation of Therapy Groups for Assaultive Males in Vancouver

PRINCIPAL RESEARCHER(S): Levens, Bruce

SUMMARY OF PROJECT:

The purpose of this study was to collect detailed information on the implementation, operation and effectiveness of the Vancouver therapy program for men who batter their wives. The focus of the study was to describe the characteristics of the clients, the referral procedures, the operation of the program, and to provide a subjective assessment from clients, their wives, and from the program's staff.

The study found that the drop-out rates of the froups were fairly high. There also seemed to be a need to inform the spouses of the clients' involvment in the program. Court personnel acceptance and usage of the groups were high.

REPORT(S):

Levens, B. Evaluation of Therapy Groups for Assaultive Males in Vancouver Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-75)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/1-48

TITLE OF PROJECT:

The Social Service Role of the Police: Domestic Dispute Intervention

PRINCIPAL RESEARCHER(S): Levens, B.R. and Dutton, D.H.

SUMMARY OF PROJECT:

The study reviews training programs which have been designed to acquaint the line officer with resources and techniques for handling domestic dispute situations and seeks to identify program components associated with successful police intervention strategies. In addition, it provides an evaluation of the effects of crisis intervention training on the handling of domestic discord by the Vancouver Police Department during the first year of its development and implementation.

Based on the findings of the study, Levens and Dutton recommend a training program which emphasizes (1) police safety, (2) quick police availability, (3) effective dispute management, (4) referral assessment, and (5) links to the social agency network. They argue that the generalist-procedural training approach satisfies in large part the needs, but must be augmented by sustained interface between police and the social service network. The immediate availability of helping professionals is also required. Police telephone operators should also receive continual training to systematically service requests for services, and advise on the existence and availability of community resources.

REPORT(S):

Levens, B.R. and Dutton, D.G. The Social Service Role of Police - Domestic Crisis Intervention. Ottawa: Research Division, Solicitor General Canada, 1980 (Catalogue No. JS 22-55/1980E)

PROJECT STATUS: Completed

PROJECT FILE NO: 7342-6/1-9

TITLE OF PROJECT:

Literature Review of the Needs of Crime Victims

PRINCIPAL RESEARCHER(S): Meredith, Colin

SUMMARY OF PROJECT:

This project provides a review of the literature and an annotated bibliography on the needs of crime victims. The final report contains victims or victims in general, buglary and robbery victims, wife assault victims, abused children, sexual assault victims, elderly victims, Native victims, and rural victims. Victims of both personal and property crimes required emotional support, though counselling is required usually only for victims of personal threat or attacks, or victims with certain characteristics, such as the elderly. Victims of all categories report informational needs, especially regarding case progress, crime prevention and legal and procedural information, depending on the circumstances of victimization. This study provided the background to the design of a number of subsequent research projects, including Richmond, PEI, and Newfoundland

REPORT(S):

Meredith, C. Overview and annotated bibliography of the needs of crime victims. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-18)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-259

TITLE OF PROJECT:

Study for the Evaluation of the Edmonton Police/ Victim Services Unit: Phase I

PRINCIPAL RESEARCHER(S): Meredith Colin

SUMMARY OF PROJECT:

The purpose of this project was to develop detailed research plans for the evaluation of the Victim Services Unit of the Edmonton Police Department. The plans developed in the proposal call for the interviewing of a number of victims, police officers and court personnel to determine their use of, awareness of, and satisfaction with the Unit. The operations and recording methods will also be monitored. Finally a number of indicators will be measured to evaluate the impacts of this Unit on the criminal justice system. A second project (Phase II) has carried out the agreed upon research.

REPORT(S):

Meredith, C. Study for the Evaluation of the Edmonton Police Department's Victim Services Unit. Phase I. Ottawa: Research Division, Solicitor General Canada 1982. (Unpublished report).

PROJECT STATUS: Complete

PROJECT FILE NO: 7322-6/2-33

TITLE OF PROJECT:

Study for the Planning of Victim Assistance Services in Newfoundland: Phase I

PRINCIPAL RESEARCHER(S): Meredith, Colin

SUMMARY OF PROJECT:

The purpose of this project was to develop detailed research plans for an analysis of the need for changes in victim services in St. John's and Corner Brook. The plans were developed through discussions with provincial and criminal justice officials, through an assessment of the availability of relevant data, and on the basis of an analysis of present services. These plans were submitted to the Province for approval, and accepted. A second project (Phase II) has carried out the agreed upon research plans.

REPORT(S):

Meredith, C. Study for the Planning of Victim Assistance Services in Newfoundland: Phase I Ottawa: Research Division, Solicitor General Canada, 1983 (Unpublished report)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/10-7

TITLE OF PROJECT:

Study for the Planning of Victim Assistance Services in PEI: Phase I

PRINCIPAL RESEARCHER(S): Meredith, Colin

SUMMARY OF PROJECT:

The purpose of this project was to develop detailed research plans for a coeprehensive analysis of the need for changes in victim services in PEI. The plans were developed through discussions with provincial and criminal justice officials, through an assessment of the availability of relevant data, and on the basis of an analysis of present services. These plans were submitted to the Province for approval, and accepted. A second project (Phase II) to carry out the agreed upon research was undertaken.

REPORT(S):

Meredith, C. Study for the Planning of Victim Assistance Services in PEI: Phase I. Ottawa: Research Division, Solicitor General Canada, 1982 (Unpublished final report)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/9-1

TITLE OF PROJECT:

Study for the Planning of Victim Assistance Services in PEI: Phase II

PRINCIPAL RESEARCHER(S): Meredith, Colin

SUMMARY OF PROJECT:

The purpose of this study was to collect data for the local committee to assist them in the planning of victim services. Data collected will also serve as baseline for future evaluation of any new services. The major findings of the study were:

- overall, victims' psychological/emotional needs are generally taken care of by relatives/friends;
- the outstanding need of victims is for information: on case status, on investigation, on outcome, on compensation, on restitution, and on crime prevention. This need is not adequately met;
- an extensive network of services exists which might be better coordinated and publicized.

The study was part of a series of victim service needs assessment studies conducted across the country.

REPORT(S):

Meredith, C. Study for the Planning of Victim Assistance Services on Prince Edward Island: Summary report for the P.E.I. Committee on Victim Assistance. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-34)

Meredith, C. Final Report of the Study for the Planning of Victim Assistance Services on P.E.I. Volume I. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-20)

Meredith, C. Final Report of the Study for the Planning of Victim Assistance Services on Prince Edward Island. Volume II: Technical Report. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-69)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/9-1-1

TITLE OF PROJECT:

Study for the Planning of Victim Assistance Services in Richmond, B.C.

PRINCIPAL RESEARCHER(S): Meredith, Colin

SUMMARY OF PROJECT:

This study was conducted to gather information for the local committee on the kinds of services needed in Richmond, B.C. to meet the needs of victims of crime. Additionally, data was collected to serve as baseline for subsequent evaluation of any new services. The major findings of the study were very similar to the findings of the service needs assessment study conducted on P.E.I.

The study was part of a series of victim service needs assessment studies conducted across the country.

REPORT(S):

Meredith, C. Final Report of the Study for the Planning of Victim Assistance Services in Richmond, B.C. Volume I and II. Ottawa: Research Division, Solicitor General Canada (User Reports No.'s 1984-28 and 1984-22)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/1-49

TITLE OF PROJECT:

Evaluation Assessment of Police-Based Victim Assistance Pilot Projects in Ontario

PRINCIPAL RESEARCHER(S): Muir, Judith

SUMMARY OF PROJECT:

This project describes a model of victim service program for police officers and assesses the stage of implementation of five pilot projects in Ontario and the evaluability of the pilot projects following the model. It also draws out the implication of the experience of the pilot projects for other jurisdictions interested in implementing similar police-based victim assistance project.

REPORT(S):

Muir, Judith. A Model of Victim Service Program for Police Officers. Ottawa: Research Division, Solicitor General, Canada (User Report 1986-03)

Muir, Judith. The Victim Assistance Project in Ontario: An Evaluation Assessment. Ottawa: Research Division, Solicitor General, Canada, 1986. (Unpublished)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-292

TITLE OF PROJECT:

Evaluation Study of the Victim Services Unit of the Calgary Police Department

PRINCIPAL RESEARCHER(S): Muir, Judith

SUMMARY OF PROJECT:

The purpose of this project was to collect data which could be used by the Police Department to plan additional services to victims and to assess their effectiveness.

The first study to be conducted was a needs assessment study of crime victims. The major findings from that study were:

- victims' emotional needs are generally adequately responded to except in cases of more serious person-related offences;
- victims have primarily needs for information (case status and investigation, crime prevention, compensation, court outcome);
- witnesses need more information on what to expect at court level.

Following implementation of the Victim Services Unit, the researcher conducted various studies on the procedures and impacts of this Unit on victims and on the CJS. Interviews with victims, monitoring the property-return policy, study of compensation and restitution, measuring criminal justice system indicators, were conducted. A study on the charging police in wife assault cases was also carried out.

REPORT(S):

Muir, J. Crime Victims' Needs in Calgary. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-9)

Muir, J. Victim Services in Calgary: The Program, The Research Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-10)

Muir, J., & LeClaire, D. A Police Response to Domestic Assaults. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-11)

Muir, J. Evaluation - The Victim/Crisis Unit in Calgary. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-67)

Muir, J. Calgary's Victim/Crisis Unit: A Summary of Evaluation Findings and Discussion of Isues. Ottawa: Research Division, Solicitor General Canada (User Report No. 1984-68)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/2-32

TITLE OF PROJECT:

Guidelines and Resource Kit for the Implementation of Police-Based Victim Service Programs

PRINCIPAL RESEARCHER(S): Muir, Judith

SUMMARY OF PROJECT:

The purpose of this study is to develop guidelines and suggested standards for the development and management of victim services by police departments. The final report contains sections on extant program models in Canada, the process of planning grogram goals and activities, suggested service activities, organizational and administrative issues, the relationship between the program and its environment, and the use of volunteers. It also has a companion volume of "resource materials" with actual examples of forms, pamphlets, cards and other materials which are used by existing police-bsed programs in Canada.

REPORT(S):

Muir, J. A Handbook on Planning and Managing Police-Based Victim Assistance Programs. Ottawa: Research Division, Solicitor General Canada (User Report No. 1985-20).

Muir, J. Resource Materials for Planning and Managing Police-Based Victim Assistance Programs. Ottawa: Research Division, Solicitor General Canada (User Report No. 1985-29).

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-59

TITLE OF PROJECT:

Services to Victims and Witnesses of Crime in Canada

PRINCIPAL RESEARCHER(S): Norquay, G. and Weiler, R.

SUMMARY OF PROJECT:

The study identifies and assesses the principal types of victim and witness services that currently exist or are being developed in Canada and makes suggestions for future police and program development in the following areas: federal-provincial relationships; the need for a national focal point; crime compensation; funding mechanisms; the role of governments; local planning of services; and the role of police and victim rights. The final report also includes an inventory of services in Canada, which will be an invaluable resource material for policy-makers and practitioners in identifying trends and models of services to victims and witnesses, and as a handbook for referrals.

REPORT(S):

Norquay, G., & Weiler, R. Services to Victims and Witnesses of Crime in Canada. Ottawa: Research Division, Solicitor General Canada, 1981. (Published, Cat. No. J522-60/1981E)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/5-236

TITLE OF PROJECT:

Study for the Evaluation of the Victim Services Unit of the Edmonton Police Department: Phase II

PRINCIPAL RESEARCHER(S): Pullyblank, John C.

SUMMARY OF PROJECT:

This study uses the services of an on-site researcher to assist the Edmonton Police Department monitor and evaluate the effectiveness of its victim service unit and to contribute to the improvement of the unit through developing a detailed management information system. The purpose of this project is to identify and document effective victim service models for possible adaption by other Police Departments.

REPORT(S):

Pullyblank, John. The Victim Services Unit of the Edmonton Police Department - An Evaluation. Ottawa: Research Division, Solicitor General, Canada (User Report No. 1986-08).

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/2-33-1

TITLE OF PROJECT:

Study to Monitor and Assess the Impact of Changes in Victim Services in P.E.I.

PRINCIPAL RESEARCHER(S): Reddin-Conway, Ellie

SUMMARY OF PROJECT:

The purpose of this study is to monitor and document the efforts of the Prince Edward Island Department of Justice and its working committee on victims to implement recommendations for improving services to victims, and to research the impact of these efforts on victims, and the criminal justice system as a whole.

REPORT(S): Not yet available.

PROJECT STATUS: On-going - to be completed November 30, 1987

PROJECT FILE NO: 7322-6/9-2

TITLE OF PROJECT:

Impact of Crime

PRINCIPAL RESEARCHER(S): Scanlon, L.

SUMMARY OF PROJECT:

The study provides an overview of available information on the direct and indirect impact of crime.

REPORT(S):

Scanlon, L. The Impact of Crime in Canada: An Exploratory Study Ottawa: Research Division, Solicitor General Canada, 1980. (unpublished)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-43

TITLE OF PROJECT:

Child Abuse and Neglect in Canada: An Analysis of Research and Demonstration Projects

PRINCIPAL RESEARCHER(S): Van Stolk, Mary

SUMMARY OF PROJECT:

The study provides an inventory of research and demonstration projects pertaining to child abuse in Canada. Projects were grouped by provinces and source of funding. This exhaustive list of projects is intended to inform policy makers, practitioners and researchers thereby providing access to existing data and avoiding duplication of efforts.

REPORT(S):

Tree Foundation of Canada. Inventory of Canadian Research and Demonstration Projects on Child Abuse and Neglect. Ottawa: Solicitor General and Health and Welfare Canada, 1981 (published, Cat. No. H74-4/1981E)

PROJECT STATUS: Completed

PROJECT FILE NO: 7322-6/6-77

TITLE OF PROJECT:

Evaluation of Treatment Groups for Spouse Assaulters

PRINCIPAL RESEARCHER(S): Wachtel, Andy and Levens, Bruce

SUMMARY OF PROJECT:

This study evaluates five treatment groups for men who assault their spouses in Vancouver. The groups use a learning model to lead the men to accept responsibility for their violence and to relearn appropriate coping and response strategies to stress and anger. It was found that the inital restriction of referrals to post-conviction stage was not effective in recruiting clients. Referral methods were subsequently changed to include referrals from all sources.

Attendance for all categories of clients (whether mandated or voluntary) was high (85%), but drop-out rates were also significant. Roughly two in five clients did not finish the course. Interviews with clients' spouses also showed a clear need for closer liaison by program staff.

PREPORT(S):

Wachtel, A. and B. Levens. Vancouver Therapy Groups for Assaultive Males: A Program Development Review. Ottawa: Research Division, Solicitor General, Canada (User Report 1984-75)

PROJECT STATUS: Completed

PROJECT FILE NO.: 7322-6/1-48